

CLAIMS

What is claimed is:

- 1 1. A computerized reward system for encouraging an
2 individual to participate in a customized health
3 management program, said system comprising:
4 a) a monitoring means for collecting compliance data
5 indicative of said individual's compliance with said
6 customized health management program;
7 b) a memory means for storing said compliance data and
8 evaluation criteria;
9 c) an evaluation means for comparing said compliance data
10 to said evaluation criteria to determine a compliance
11 status of said individual; and
12 d) a reward dispensing means in communication with said
13 evaluation means for dispensing a reward to said
14 individual according to said compliance status;
15 e) a script generating means for generating a customized
16 health management script from a plurality of
17 questions;
18 f) a script assigning means for assigning said customized
19 health management script to said individual.
20

- 1 a 2. The system of claim 1, wherein said memory means
2 further stores compliance instructions and said system
3 further comprises user interface means connected to
4 said memory means for communicating said compliance
5 instructions to said individual.
6

- 1 3. The system of claim 2, wherein said compliance
2 instructions include a description of at least one
3 action said individual must perform to satisfy
4 said evaluation criteria.
5

4. The system of claim ~~1~~²⁵¹, wherein said monitoring means comprises a display means for displaying said compliance questions to said individual, and a user input device in communication with said display means for entering said individual's answers.
5. The system of claim ~~1~~²⁵¹, wherein said monitoring means comprises a speech synthesis means for synthesizing said compliance questions, and a speech recognition means for recognizing said individual's answers.
6. The system of claim ~~1~~²⁵¹, wherein said monitoring means is an interactive telephone call comprising a telephone and an automated call processing means connected to said telephone for asking said compliance questions and for receiving said individual's answers.
7. The system of claim ~~1~~²⁵¹, wherein said compliance data further comprises responses to an interactive educational program, said monitoring means comprises a program display means for displaying said educational program to said individual, and a user input device in communication with said program display means for entering in said individual's responses.
8. The system of claim ~~1~~²⁵¹, further comprising:
- a) a database in communication with said monitoring means and said evaluation means for storing said compliance data and said compliance status of said individual; and
 - b) a display means connected to said database for displaying said compliance data and said compliance status.

251
1^a 9. The system of claim ~~1~~¹, wherein said reward comprises a
2 coupon and said reward dispensing means comprises a
3 printer for printing said coupon.

251
1^a 10. The system of claim ~~1~~¹, wherein said reward comprises a
2 validated coupon and said reward dispensing means
3 comprises a printer for validating a pre-printed
4 coupon.

251
1^a 11. The system of claim ~~1~~¹, wherein said reward comprises
2 an electronic reward credited to a data card.

251
1^a 12. The system of claim ~~1~~¹, wherein said reward comprises
2 an electronic reward credited to an account.

251
1^a 13. A method for encouraging an individual to participate in
2 a customized health management program, said method
3 comprising the following steps:
4 a) generating a customized health management script from
5 a plurality of questions; and
6 b) assigning said customized health management script to
7 said individual;
8 c) collecting in a monitoring system compliance data
9 indicative of said individual's compliance with said
10 customized health management program;
11 d) storing in said monitoring system evaluation criteria;
12 e) comparing said compliance data to said evaluation
13 criteria to determine a compliance status of said
14 individual; and
15 f) dispensing a reward to said individual according to
16 said compliance status.

17
1^a 14. The method of claim ~~13~~¹³, further comprising the step of
2 communicating compliance instructions to said
3 individual.

08975243-112497
26777-5252580

4

1

2

3

4

5

1

2

3

4

5

6

1

2

3

4

5

6

1

2

3

1

2

3

4

5

6

7

8

1

2

3

4

5

6

17
18 15. The method of claim 14, wherein said compliance instructions include a description of at least one action said individual must perform to satisfy said evaluation criteria.

19 16. The method of claim 13, wherein said step of collecting said compliance data from said individual comprises displaying said compliance questions on a display unit, and receiving said individual's answers through an input device.

20 17. The method of claim 13, wherein said step of collecting said compliance data from said individual comprises synthesizing said compliance questions with a speech synthesizer, and recognizing said answers with a speech recognizer.

21 18. The method of claim 13, wherein said compliance data is collected through an interactive telephone call.

22 19. The method of claim 13, wherein said compliance data further comprises said individual's responses to an interactive educational program, and the step of collecting said compliance data comprises displaying said educational program on a display unit and receiving said individual's responses through an input device.

23 20. The method of claim 13, further comprising the steps of storing said individual's compliance data and said compliance status of said individual in a database, and displaying said individual's compliance data and said compliance status on a display unit connected to said database.

0097543-11319
267277-64252680

7

1

2

3

4

1

2

3

4

1

2

3

4

5

1

2

3

4

5

24 14
21. The method of claim 13, wherein said reward comprises a coupon, and said step of dispensing said reward comprises printing said coupon.

25 14
22. The method of claim 13, wherein said reward comprises a validated coupon, and the step of dispensing said reward comprises validating a pre-printed coupon.

26 16
23. The method of claim 13, wherein said reward comprises an electronic reward, and the step of dispensing said reward comprises crediting the electronic reward to a data card.

27 16
24. The method of claim 13, wherein said reward comprises an electronic reward, and the step of dispensing said reward comprises crediting the electronic reward to ^a an account.

add A2 >